

## 2012/13 State Budget News and Open Enrollment Call Center Scripts

<Insert greeting and call verification>

**Question: I heard that the Healthy Families Program is being eliminated. My child is uninsured, should I still apply?**

The final 2012/13 State budget includes moving children enrolled in the Healthy Families Program into the Medi-Cal Program. The children will be transitioned to Medi-Cal over the course of one year starting no sooner than January 2013. All benefits would be very similar to the Healthy Families Program. The Medi-Cal program offers medical, dental, and vision coverage to low-income children.

If your child needs health care coverage now we encourage you to apply. The Healthy Families Program is open for new enrollment and eligible children continue to be enrolled in the Healthy Families Program. We encourage you to submit your application. <insert how to apply; mail-in, HeApp, phone, CAA, etc.>

Is there anything else I can help you with?

Thank you for calling the Healthy Families Program.

<Insert greeting and call verification>

**Question: I heard that the Healthy Families Program is being eliminated. What does this mean for my child enrolled in Healthy Families?**

The final 2012/13 State budget includes moving children enrolled in the Healthy Families Program into the Medi-Cal Program. The children will be transitioned to Medi-Cal over the course of one year starting no sooner than January 2013. All benefits would be very similar to the Healthy Families Program. The Medi-Cal program offers medical, dental, and vision coverage to low-income children.

The Healthy Families Program will send you multiple letters about changes to the program and you should receive the first letter within 90 days. The letters will explain the program changes, when the transition process will happen for your child and anything you need to do. Until you receive these notices, continue to make your monthly premium payments to continue coverage in the Healthy Families Program.

Is there anything else I can help you with?

Thank you for calling the Healthy Families Program.

<Insert greeting and call verification>

**Question: Who can I call to complain about the elimination of the Healthy Families Program?**

If you have any concerns regarding the elimination of the Healthy Families Program that was approved in the 2012/13 State Budget, you can contact your state elected officials to voice your opinion.

Is there anything else I can help you with? Thank you for calling the Healthy Families Program.

## Open Enrollment Scripts 2012

What is Open Enrollment and will it take place this year?

<Insert greeting and call verification> Healthy Families Open Enrollment is when you can change your child's plans for any reason once a year.

There will not be an Open Enrollment this year. Some families where their current plans are no longer available as of October 1<sup>st</sup>, 2012 will be sent a transfer packet by mail to choose their new plan(s).

However, effective July 1<sup>st</sup> 2012, families can now request plan changes at any time during your child's enrollment in Healthy Families. Is there anything I can help you with? <Insert closure>

I received a Transfer Packet. Can I make the changes over the telephone?

<Insert greeting and call verification> Yes, I can take this information over the phone. *(Confirm and update address to make sure applicant did not move.)* The available plans in your area are <insert health, dental, and vision>. *(If applicant provides plan selection over the phone, make sure that new plan is available in the zip code area.)* I have submitted your request for the following plans to be updated <repeat plan choices> *(Complete work request to CC consolidated, update call notes)* **Do not** use the new plans yet. HFP will send you a letter telling you when coverage with the new plans begins. The plan transfer will take effect on October 1<sup>st</sup>. <Insert closure>

Why am I forced to choose a new plan?

<Insert greeting and call verification> The plan(s) your child is currently enrolled in is no longer available on October 1<sup>st</sup>. We give you the opportunity to choose another available plan as listed in your transfer packet. If you don't choose another plan, Healthy Families will choose one for your child. <Insert closure>

# MAXIMUS

I did not receive a Transfer Packet and would like to request a packet to change my plans.

<Insert greeting and call verification> Effective July 1<sup>st</sup> 2012, families can now request plan changes at any time during your child's enrollment in Healthy Families. I can take this information over the phone. *(Confirm and update address to make sure applicant did not move.)* The available plans in your area are <insert health, dental, and vision>. *(If applicant provides plan selection over the phone, make sure that new plan is available in the zip code area.)* I have submitted your request for the following plans to be updated <repeat plan choices> *(Complete work request to CC consolidated, update call notes.)* **Do not** use the new plans yet. HFP will send you a letter telling you when coverage with the new plan begins. The plan transfer can take up to 40 days. Is there anything I can help you with? <Insert closure>

I saw on the website that I can make a plan change at any time? Is the correct?

<Insert greeting and call verification> Yes, effective July 1<sup>st</sup> 2012, families can now request plan changes at any time during your child's enrollment in Healthy Families. I can take this information over the phone. *(Confirm and update address to make sure applicant did not move.)* The available plans in your area are <insert health, dental, and vision>. *(If applicant provides plan selection over the phone, make sure that new plan is available in the zip code area.)* I have submitted your request for the following plans to be updated <repeat plan choices> *(Complete work request to CC consolidated, update call notes.)* **Do not** use the new plans yet. HFP will send you a letter telling you when coverage with the new plan begins. This transfer can take up to 40 days. Is there anything I can help you with? <Insert closure>

Can I change only one of my children's plans?

<Insert greeting and call verification> No, you must have the same plans for all the children enrolled in Healthy Families unless a child is away at school. Is there anything else I can help you with? <Insert closure>